



## Care.com Frequently Asked Questions (FAQs)

### Who is eligible for Care.com?

All regular full-time US employees who are eligible to receive Proofpoint benefits have access to Care.com.

### Why was Care.com determined as our vendor for care services?

At Proofpoint, when we explore partnerships with new vendors, we follow a process that has employee experience at the center. We work with our benefits brokers to help us find vendors who provide global services and who meet our exacting standards across many factors.

### How do I know if Care.com is available in my location?

Available care services vary by location. You can search for caregivers by postal code, and Care.com's team will try to find a caregiver or care center that is most convenient for you (close to home or close to work).

### What happens if I already have a Care.com account?

If you already have a Care.com account created to find caregivers, your existing account will be merged in 10 business days with your Proofpoint-sponsored account.

### What precautions does Care.com take to maintain a safe community?

Care.com offers tools and resources to help you evaluate risk and safety. To access the safety information on the membership platform, navigate to [proofpoint.care.com](https://proofpoint.care.com) and select the Safety Center to find:

- Safety guides and resources to help you make safer decisions throughout your caregiver research
- Background check guide
- COVID-19 precautions for caregivers and families
- Safety FAQs

### Do I pay to use Care.com?

- You do not pay to find caregivers on the self-service Care.com membership platform.
- If you choose a caregiver, you and the caregiver will discuss cost.
- If you use the child or adult backup care benefit, you will be charged a negotiated discounted rate.

### Is there a limit to the number of times I can use Care.com?

- There is no limit to the number of times you can use the self-service membership platform.
- For child and adult backup care services, you will be charged a negotiated discount rate for services.

### What kind of information do I need to provide about my dependents?

To ensure your care needs are met, Care.com will ask you for the following information during enrollment: name, age, gender, and details on any special needs.

### I have questions about my Care.com benefit. Who should I contact?

- Log into your account and click "Help Center" at the bottom of the page. From there, you can read Frequently Asked Questions, submit a case for email response, or live chat with customer support.
- If you do not have an account, contact Proofpoint Wellbeing at [wellbeing@proofpoint.com](mailto:wellbeing@proofpoint.com).